

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2010

Date filed: February 2, 2010

Name of company covered by this certification: Professional Communications

Form 499 Filer ID: 819998

Name of signatory: Henry B. Henderson

Title of signatory: Owner and GM of Professional Communications and ProComm Service Corp.

I, Henry B. Henderson, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Below is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules:

**STATEMENT CONCERNING OPERATING PROCEDURES**

Professional Communications (Carrier) has established procedures for its operations which ensure compliance with the rules of the Federal Communications Commission which govern the protection of customer proprietary network information (CPNI).

Carrier employs a system by means of which Carrier can establish the status of each customer's CPNI approval before Carrier uses that CPNI. Carrier trains its employees in the authorized use of CPNI and has established procedures for the disciplining of any employee which does not adhere to Carrier's CPNI safeguard procedures.

Carrier retains a record of the sales and marketing campaigns of itself and its affiliates which use the CPNI of its customers. Carrier retains a record of each instance in which CPNI was disclosed or provided to third parties, or where third parties were provided with access to CPNI. Carrier's records include a description of each sales or marketing campaign, the specific CPNI which was used in the campaign, the date and purpose of the campaign, and the products or services that were offered as part of the campaign.

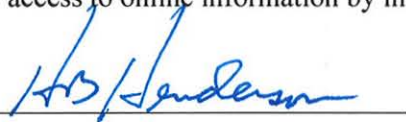
Carrier has established a supervisory review process regarding compliance with the Commission's CPNI rules for outbound marketing situations and Carrier maintains a record of Carrier's compliance for a minimum of one year. Sales personnel are required to obtain supervisory approval of any proposed outbound marketing request.

Henry B. Henderson  
Owner and GM, Professional Communications

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

Professional Communications has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed



Date

2-2-2010